



Where Quality Is A Lifestyle

Permits and Inspections Department

Suite 201

Phone: 770-305-5403 Fax: 770-305-5212

Web: http://www.fayettecountyga.gov/bldg_permits/infobldg.asp

NOTICE TO INDUSTRY

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Notice to Industry No.: 2014-08

Discipline: Permits & Inspections

Date Created: 08/19/14

Date Effective: 09/16/14

Date Revised:

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Subject: IMPLEMENTATION DATE FOR FAYETTE COUNTY PERMITS & INSPECTIONS (IVR) INTERACTIVE VOICE RESPONSE SYSTEM AND (CAP) CITIZEN ACCESS PORTAL

Details: **Effective on 09/16/14** the following new enhancements will be activated for Fayette County Permits & Inspections Inspection Department.

IVR – Interactive Voice Response System – replacing the current voicemail ticketing system.

- The current procedure to call the inspection line and leave a voicemail with your ticket request information will change. You will continue to call the same number 770-305-5404 for your Inspection requests, when you select # 2 you will be seamlessly transferred to the IVR system where you will need the following information to complete your request.

- Permit number
- Inspection Reference Number / IVR#

- If you do not have the Inspection Reference Number the system will let you know the available inspections on your permit and you will have the opportunity to make a selection at that time.

We will be sending out the Inspection Reference Number list with the inspectors as well as they will be available in our office.

CAP – Citizen Access Portal

- This new system will allow Citizens and Builders the ability to manage permits, inspections and invoices online. You can access CAP by following the CAP link on the left side of our Home page. You can find instructions at the “View” drop down under the General Info section on the Right Side of the CAP page.

We look forward to these changes enhancing and streamlining the Permitting and Inspections processes. Please do not hesitate to contact a staff member if you have any issues or concerns.